



H&R Healthcare School

Nurse Assistant (NA)

Catalog

2024-2025

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2024-2025 NATP Schedule and Program Cost

H&R Healthcare School

Located near LAX Airport
6060 W. Manchester Ave.
Suite 320
Los Angeles, CA 90045
Tel: (424) 227-9110
Cellular: (310) 365-2805

PROGRAM COST

NATP Registration	\$100.00- Non-refundable
State Testing Fee	\$130.00 – Non-Refundable
NATP Tuition	<u>\$1,800.00</u>
Total NATP Cost	\$2030.00

Student Fees

Prior to the start of the program, the student must acquire the following items:

- Textbook ISBN-13: 978-1604251371
(Hartman’s Nursing Assistant Care 5th edition) \$47.00*
- Nursing Uniform (Scrubs) \$25.00*
- Live Scan (mandatory background check
including fingerprint with the Police) DOJ - \$55.00*
- Physical Exam, TB Screening - \$75.00*
- CPR CARD- BLS \$60.00*
- STRF (Non-refundable) \$0.00
- Total Fees

TOTAL NATP PROGRAM COST (\$2030.00 + \$262.00* Fees) = \$2,292.00

*(*approximation and subject to change)*

The H&R HealthCare School Catalog describes the courses, programs and services of the school that are planned for the 2024-2025 academic years. Most of the policies and regulations affecting students are described in this catalog, and each student is responsible for becoming familiar with this information. More current and complete information may be obtained from the administrative office or from the H&R HealthCare website at www.hrhealthcareservices.com

If a student receives federal student financial aid funds, the student is entitled to a refund of monies not paid from federal financial aid funds.

H&R HealthCare 2024 & 2025 Observed Holidays and School Closing

For the current class schedule, contact H&R HealthCare School at: (424) 227-9110

2024

Notes:

Jan 01	New Year's Day
Jan 15	M L King Day
Feb 14	Valentine's Day
Feb 19	Presidents' Day
Mar 29	Good Friday
Mar 31	Easter Sunday
May 12	Mother's Day
May 27	Memorial Day
Jun 07	National Donut Day
Jun 16	Father's Day
Jul 04	Independence Day
Sep 02	Labor Day
Oct 14	Columbus Day
Oct 31	Halloween
Nov 11	Veterans Day
Nov 28	Thanksgiving Day
Dec 25	Christmas

January							February							March							April							
S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	
	1	2	3	4	5	6			1	2	3					1	2						1	2	3	4	5	6
7	8	9	10	11	12	13	4	5	6	7	8	9	10	3	4	5	6	7	8	9	7	8	9	10	11	12	13	
14	15	16	17	18	19	20	11	12	13	14	15	16	17	10	11	12	13	14	15	16	14	15	16	17	18	19	20	
21	22	23	24	25	26	27	18	19	20	21	22	23	24	17	18	19	20	21	22	23	21	22	23	24	25	26	27	
28	29	30	31				25	26	27	28	29			24	25	26	27	28	29	30	28	29	30					
														31														

May							June							July							August						
S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S
			1	2	3	4					1				1	2	3	4	5	6				1	2	3	
5	6	7	8	9	10	11	2	3	4	5	6	7	8	7	8	9	10	11	12	13	4	5	6	7	8	9	10
12	13	14	15	16	17	18	9	10	11	12	13	14	15	14	15	16	17	18	19	20	11	12	13	14	15	16	17
19	20	21	22	23	24	25	16	17	18	19	20	21	22	21	22	23	24	25	26	27	18	19	20	21	22	23	24
26	27	28	29	30	31		23	24	25	26	27	28	29	28	29	30	31				25	26	27	28	29	30	31

September							October							November							December						
S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S
1	2	3	4	5	6	7			1	2	3	4	5				1	2			1	2	3	4	5	6	7
8	9	10	11	12	13	14	6	7	8	9	10	11	12	3	4	5	6	7	8	9	8	9	10	11	12	13	14
15	16	17	18	19	20	21	13	14	15	16	17	18	19	10	11	12	13	14	15	16	15	16	17	18	19	20	21
22	23	24	25	26	27	28	20	21	22	23	24	25	26	17	18	19	20	21	22	23	22	23	24	25	26	27	28
29	30						27	28	29	30	31			24	25	26	27	28	29	30	29	30	31				

2025

Notes:

Jan 01	New Year's Day
Jan 20	M L King Day
Feb 17	Presidents' Day
Apr 18	Good Friday
Apr 20	Easter Sunday
May 26	Memorial Day
Jun 19	Juneteenth
Jul 04	Independence Day
Sep 01	Labor Day
Oct 13	Columbus Day
Nov 11	Veterans Day
Nov 27	Thanksgiving Day
Dec 25	Christmas

January							February							March							April								
S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S		
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12	13	14	15	16	17	18	9	10	11	12	13	14	15	9	10	11	12	13	14	15	13	14	15	16	17	18	19		
19	20	21	22	23	24	25	16	17	18	19	20	21	22	16	17	18	19	20	21	22	20	21	22	23	24	25	26		
26	27	28	29	30	31		23	24	25	26	27	28	29	23	24	25	26	27	28	29	27	28	29	30					
														30	31														

May							June							July							August						
S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S
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4	5	6	7	8	9	10	8	9	10	11	12	13	14	6	7	8	9	10	11	12	3	4	5	6	7	8	9
11	12	13	14	15	16	17	15	16	17	18	19	20	21	13	14	15	16	17	18	19	10	11	12	13	14	15	16
18	19	20	21	22	23	24	22	23	24	25	26	27	28	20	21	22	23	24	25	26	17	18	19	20	21	22	23
25	26	27	28	29	30	31	29	30						27	28	29	30	31			24	25	26	27	28	29	30

September							October							November							December						
S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S
1	2	3	4	5	6				1	2	3	4					1				1	2	3	4	5	6	
7	8	9	10	11	12	13	5	6	7	8	9	10	11	2	3	4	5	6	7	8	7	8	9	10	11	12	13
14	15	16	17	18	19	20	12	13	14	15	16	17	18	9	10	11	12	13	14	15	14	15	16	17	18	19	20
21	22	23	24	25	26	27	19	20	21	22	23	24	25	16	17	18	19	20	21	22	21	22	23	24	25	26	27
28	29	30					26	27	28	29	30	31		23	24	25	26	27	28	29	28	29	30	31			

Our Vision:

Providing a successful pathway for entry level healthcare students.

Mission:

The mission of the Training Program is to provide a high quality academic educational program, which encourages the maximum involvement and achievement from the enrolled students.

The faculty will provide educational opportunities for the student, that encompasses all customary and contemporary aspects of the nursing profession and meets or exceeds the Standards of the California Department of Public Health by:

1. Maintaining clinical affiliations with appropriate clinical facilities, which provide a clinical environment stressing quality, integrity, and a diverse patient population in the delivery of medical care.
2. Providing information counseling and encouragement to enrolled students to enhance their educational involvement fostering the completion of an associate degree and subsequent transfer to baccalaureate granting institutions.
3. Providing counseling and guidance for all individuals interested in and/or enrolled in the programs including multicultural, disabled, and non-traditional students.
4. Participating as effective and responsible health care providers within the professional and local community.

Objective:

- H&R Healthcare School first priorities are student learning and success (75% graduation rate).
- Successful completion of student's enrolled in learning programs offered for Nursing Assistants and Home Healthcare Aide. Successfully complete the state CNA board examinations with a passing score of 75% or above by 90% of the graduates.
- Student population success in job placements after certification (75% placement rate).
- Student satisfaction with H&R Healthcare learning programs (90% satisfaction Level).
- H&R HealthCare School learning programs satisfactory achievement of all applicable federal and state regulations.

Core Values:

- We deliver quality learning and training programs.
- We are committed to quality patient care
- We promote diversity and multi-cultural understanding
- Ethics and integrity are fundamental requirements

Faculty

CEO, Rose Mansel, RN, MSN – 20+ years of experience in nursing arena

Instructor, Julie Valle, LVN – 13+ years of experience in nursing arena

Administrator, Carolyn Smith-Redmon, BS – 15+ years of Administrative experience

Enrollment Specialist - Sandra Minot, PhD – 2 years of administrative experience

General Information

H&R HealthCare School is a private for-profit institution that has been approved by the California Department of Public Health as an Authorized Training Center for the 160-clock hour Nurse Assistant Training Program (NATP), with course content as defined within this catalog. Its offices are located at 6060 W. Manchester Ave., Suite 320, Los Angeles, CA 90045; with classes taught at the same location. The institution has applied to the Bureau for Private Postsecondary Education that is under review. The school provides training and certification preparation for Certified Nurse Aide (CNA) candidates and has applied for approval to provide training for Home Health Aides (HHA). Students completing the CNA/HHA Program course are prepared to take the state examination for certification as a nurse aide or home health aide.

What You Should Know About Our Application with BPPE

Our institution is approved to operate by the Bureau for Private Postsecondary Education and that approval to operate means compliance with state standards as set forth in the CEC and 5, CCR.

Any questions a student may have regarding this catalog that have not been satisfactorily answered by the institution may be directed to the Bureau for Private Postsecondary Education.

A student or any member of the public may file a complaint about this institution with the Bureau for Private Postsecondary Education by calling (888) 370-7589 or by completing a complaint form located on the Bureau's website.

For more information, call the Bureau for Private Postsecondary Education at (916) 574-8900, or toll free at (888) 370-7589, or visit its website at www.bppe.ca.gov

The Bureau for Private Postsecondary Education
1747 N Market Blvd Ste., 225
Sacramento California, 95834
Phone: (916) 574-8900
Toll Free: (888) 370-7589
Main Fax: (916) 263-1897
www.bppe.ca.gov

State Approval

H&R HealthCare School Certified Nurse Assistant (CNA) program has been approved by the: California Department of Public Health (CDPH).
Nurse Assistant/Home Health Aide Programs
Approved by the California Department of Health Services
Licensing and Certification Program (L&C)
Healthcare Professional Certification and Training
Section
1615 Capitol Avenue, MS 3301
P.O. Box 997416
Sacramento, CA 95899-7416
Phone: (916) 327-2445
Web site: www.cdph.ca.gov
E-mail: cna@cdph.ca.gov

Non-Discrimination Policy

All programs and activities of the H&R HealthCare School shall be operated in a manner which is free of discrimination on the basis of race, color, national origin, ancestry, religion, creed, sex, pregnancy, marital status, medical condition (cancer related), sexual orientation, age, disability or veteran's status.

Summary of Sexual Harassment Policy

The policy of the H&R HealthCare School is to provide an educational, employment and business environment free of unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct or communications constituting sexual harassment.

Employees, students, or other persons acting on behalf of the District who engage in sexual harassment as defined in the policy or federal law shall be subject to discipline, up to and including discharge, expulsion or termination of contract.

Sexual harassment as defined in the policy or federal law shall be subject to discipline, up to and including discharge, expulsion or termination of contract.

Any member of the school, which includes students, faculty, and staff, who believes, perceives, or experiences conduct that may constitute sexual harassment, has the right to seek the help of the school. Every employee has the responsibility to report such conduct when the conduct is aimed at students.

Complainants are advised that administrative and civil law remedies, including but not limited to injunctions, restraining orders or other orders may be made available.

Disclosure Statements

- As a prospective student, you are encouraged to review this catalog and the School Performance Fact Sheet prior to signing an enrollment agreement.
- H&R HealthCare School does not have a pending petition in bankruptcy, and is not operating as a debtor in possession, has not filed a petition within the preceding five years, or has not had a petition in bankruptcy filed against it within the preceding five years that resulted in reorganization under Chapter 11 of the United States Bankruptcy Code (11 U.S.C. Sec. 1101 et seq.).
- H&R HealthCare School students are required to speak English when an instructional setting necessitates the use of English for educational or communication purposes. All classes are taught in English.
- H&R HealthCare School does not offer English as a Second Language. This institution is not approved by the U.S. Immigration and Customs Enforcement (ICE) to participate in Student and Exchange Visitor Program (SEVP) and is not authorized to issue I-20 visa, therefore this institution cannot accept applications from students from abroad who are on an F-1 or M-1 visa. This institution does not offer any visa services and will not vouch for a student status.
- H&R HealthCare School does not recognize acquired life experience and prior experiential learning as a consideration for enrollment or granting credit towards any of its certificate programs.
- H&R HealthCare School does not offer housing, nor does it have dormitory facilities under its control and has no responsibility to find or assist a student in finding housing. Reasonable accommodations can be found by going to www.hotels.com at an approximate rate of \$85-\$150 per night, near the institution's facilities.
- If a student obtains a loan to pay for an educational program, the student will have the responsibility of repay the full amount of the loan plus interest, less the amount of any refund.
- H&R Healthcare School does not participate in Student Financial Aid assistance and does not accept credits issued for Aid to Benefit examinations.

Accuracy Statement

The H&R HealthCare School has made every effort to make this catalog accurate and may, without notice, change information, courses, or programs offered. The reasons for change may include student enrollment, level of funding, or other issues decided by the school. The school also reserve the right to add to, change, or cancel any rules, regulations, policies and/or procedures as provided by law. Please refer to the online catalog addenda for the most current version of this publication at www.hrhealthcareservices.com.

Facility & Student Services

The school is adequate in size and resources to facilitate instruction and learning. The school facility consists of one (1) classroom, one (1) administrative office and (1) lab/study area. The square footage of the facility is 577 useable square feet. The room capacity for the classroom is 18 persons. The room capacity for the lab/study area is five (5) students. Twenty-three (23) students can be accommodated 23 students in the facility at one time. The school is properly equipped with learning and teaching tools. There are bathrooms for both sexes in the building. Ample parking space is provided adjacent to the building. The classroom has the capacity to seat 15 students. The facility has an eating area, bathrooms for both sexes, and parking.

Close by the campus are numerous food venues, ATM's, a pharmacy, supermarkets, and public transportation services. Extended Educational Opportunity resources, career counseling, resume preparation support are also available on an appointment basis at the school. H&R Healthcare does not provide or offer direct job placement service, however we do have listing of institutions that have expressed an interest in interviewing and potentially hiring our graduates.

Electronic Devices

All electronic devices including but not limited to cellular phones, laptops, pagers, are acceptable in the classroom. Free Wi-Fi is available to students and guest. Personal Data Systems are not allowed during exams.

Library/Learning Resource Center (LRC)

H&R Healthcare School does not have a library or Learning Resource Center on campus. Instructors supply various audio-visual material during classroom exercises that are available online. Student are encouraged to utilize online libraries and resources as part of their training. The educational program is a six-week course and does not require students to complete research that involve library resources.

Equipment

H&R Healthcare provides students and instructors with onsite medical equipment and materials to aid in the teaching of the educational programs available at the institution. The equipment and material are intended to be comparable to the equipment generally used in the working environments that the students will enter. Following is a list of the most significant items that students will encounter:

Equipment & Acquisition Method	Manufacturer/Model	NATP Usage	HHA Usage	Comments
Institution owned Smart TV (internet enabled)	LG Model 55Uk6500AUA	X	X	Classroom usage
Institution subscribed Wi-Fi system	Spectra 5G	X	X	Classroom, Office, and Guest
Institution owned All-in-One PC w/Microsoft Office Windows OS				
Institution owned Hospital bed	Tuff care M#TLN3120CHF	X	X	Student Lab
Institution owned medical simulation mannequins	International LTD Nursing training simulator ET/H12B	X	X	Student Lab
Institution owned Wheelchair	Drive Blue Streak Series M#BLS18FBD-ELR	X	X	Student Lab
Institution owned Walker		X	X	Student Lab
Institution owned Gait belt for lifting	Performance Health #081530369	X	X	Student Lab
Institution owned Stethoscope	Primacare DS-9197-BK	X	X	Student Lab
Institution owned Blood pressure monitor	Primacare DS-9197-BK	X	X	Classroom
Institution owned Lavatory Hand Bowl	Glacier BayF5121054CP	X	X	Student Lab
Institution owned Weight Scale	CardinalDetecto Beam Scale 339	X	X	Student Lab
Institution owned Laptop	HP 14"	X	X	Classroom presentations

Taping (Audio or Video)

H&R HealthCare School's policy is that NO recording is allowed in classes or clinical conferences. Any student found taping in violation of this policy may be subject to discipline.

Drug Free Environment

H&R HealthCare School has a zero tolerance for drug and substance abuse or misuse at any of its classrooms and clinical locations. Being under the influences of a drug or alcohol intoxicant is strictly prohibited.

Civility

Students are expected and required to conduct themselves in a courteous and polite manner in all areas of the campus, faculty offices, clinical area and with all personnel at all times.

Violence Prevention Policy

Because H&R HealthCare School feels this topic is so important, we want to make sure you fully understand the school's policy. H&R HealthCare School has adopted this policy regarding

violence because it is concerned about the physical and emotional health of everyone and strives to maintain a safe, productive environment. Consistent with this policy, acts or threats of physical violence which involve or affect the institution, or which occur on H&R HealthCare premises will not be tolerated and are prohibited. Violations of this policy will result in termination of the program and/or legal action as appropriate. Acts or threats of physical violence include conduct that is sufficiently severe, offensive or intimidating to alter the employment conditions at H&R HealthCare School or to create a hostile, abusive, or intimidating environment for one or several school employees/students. Examples of violence include, but are not limited to, the following:

- All threats or acts of physical violence occurring on school premises, regardless of the relationship between the school and the parties involved in the incident. Specific examples of conduct that may be considered threats or acts of physical violence include, but are not limited to, the following:
- Hitting or shoving an individual.
- Threatening an individual or his/her family, friends, associates or property with harm.
- The intentional destruction or threat of destruction of school property. • Threatening telephone calls.
- Threatening surveillance or stalking.
- The suggestion or intimation that violence is appropriate.
- Unauthorized possession or inappropriate use of firearms or weapons.

It is the responsibility of every person at the H&R HealthCare School campus, including employees, students and others, to report threats or acts of physical violence of which he/she becomes aware immediately to the reporting individual's supervisor, or to another supervisory employee if the immediate supervisor is not available.

Jeanne Clary Act Policy Statement

In compliance with federal law, specifically the Clary Act, H&R HealthCare School must disclose and disseminate crime statistics compiled in the previous three (3) years.

Enrollment Requirements

H&R HealthCare School is a non-term institution and does not operate according to a traditional academic calendar. New student groups can begin at any time. Procedures for Admissions Potential applicants should contact H&R HealthCare School by visiting the institution and meeting with an Admissions Representative. The representative will give a tour of the campus, provide detailed information of the institution's programs and policies, discuss the applicant's qualifications, and assist them in determining the best way to meet their career objectives. The enrollment process first step is an initial interview with an admissions representative. The interview usually lasts approximately one hour. During that time, the admission representative will discuss the various aspects of the training programs offered, tuition, and entrance requirements. If qualified, applicants may fill out application forms and complete the enrollment agreement or they may return to enroll. Applicants are encouraged to observe classes if they desire.

*Note: Applicants that wish to enroll in the Nurse Assistant/Home Health Aide programs have additional requirements. Please Review “Admission Requirement for Nurse Assistant/Home Health Aide” program on page 33.

General Admissions Criteria

Each program offered at H&R HealthCare School has its own admission standards and it is the responsible of the applicant to meet those standards. Applicants should review the program description for the specific admission standards for each program offered. NATP Applicants must be high school graduates or have a high General Education Diploma (GED).

- H&R HealthCare School does not recognize acquired life experience and prior experiential learning as a consideration for enrollment or granting credit towards any of its certificate programs.
- H&R Healthcare School does not recognize credits earned at other institutions
- Students are required to speak English when an instructional setting necessitates the use of English for educational or communication purposes. All classes are taught in English.

Admission Requirements – Nurse Assistant and Home Health Aide

A prospective student must furnish the school with a high school diploma or a General Education Diploma (GED) or attest that he or she is a high school graduate.

The following documentation is required for all students enrolled in the certification training program prior to attending any clinical rotation.

- A. A medical history and physical examination.
- B. Documentation of:
 - a. A purified protein derivative (PPD), intermediate strength intradermal skin test for tuberculosis, unless medically contraindicated. If a positive reaction is obtained, a chest x-ray shall be taken, unless medically contraindicated. A report, signed by the physician, physician's assistant, or nurse practitioner, shall be provided to the nursing facility. This report shall indicate that the student does not have any health condition that would create a hazard to himself, fellow employees, or patients.
- C. Attend a certified CPR class. Classes are offered card sponsored by the American Heart Association.
- D. Background checks are a requirement of clinical rotations and must be approved by each individual facility of which H&R HealthCare School has a contract.
- E. Must be able to exert 20-50lbs of force occasionally, 10-25lbs of force frequently, and/or up to 10lbs of force constantly to move objects.

All applicants receive an orientation that includes an overview of the program the student is applying for and a tour of the facility. Applicants begin the admissions process by submitting a complete and accurate application form, along with the registration fee. Applicants may mail or hand-deliver the application form. Incomplete/unsigned application forms will not be processed. Incomplete or false information on the registration form will be grounds for denial. The admissions

process can take up to 10 business days to complete. Students receive notification of the admissions decision either by mail or phone.

The school reserves the right to change tuition and fees, make curricular changes when necessary, and make substitutions regarding books and supplies as required without prior notice. Any changes in tuition or fees will not affect a student already in attendance or enrolled.

California statute requires that a student who successfully completes a course of study be awarded an appropriate diploma or certificate verifying the fact. H&R Healthcare School awards its graduates an appropriate Program certificate as an acknowledgement of their accomplishment and graduation from the H&R HealthCare School.

To receive a certificate from the H&R HealthCare School, the student must successfully complete all seventeen modules in the Nurse Assistant Training Program (NATP) or five modules in the Home Health Aide Program (HHA). The HHA courses has a prerequisite of completion of the NATP progressing sequentially and building in intensity and complexity. When the NATP course ends, the HHA course usually begins the following week. This will allow the student to accomplish his or her educational goals as planned. The student will take a break from class only on holidays, as indicated in this School catalog.

Students must further have satisfactorily finished all required course work at the School passed all exams and have paid all fees in full.

ACADEMIC PROGRESS POLICY

The Standards of Satisfactory Academic Progress Policy is applied to all students, regardless of financial and academic status. The standards provide quantitative and qualitative components, including grade point average and completion of work projects that can be measured against a norm.

Grading Policy

A grade report is issued to the student upon the completion of each course. Method of Evaluation:

- Attendance
- Class Participation
- Outside Work Assignment
- Home Assignments
- Tests

Letter Grade	Percentage
A	100 – 90 %
B	89 – 80 %
C	79 – 70 %
D	69 – 60%
F	Below 59%
W	Withdrawal
Clinical/Lab Grade	Evaluation
Satisfactory	Consistently demonstrates

	quality, safe, competent, professional nursing skills, or behavior
Needs Improvement	Lack consistency in preparation, planning, and performance on required assignments.
Minimal Performance	Demonstrates severe inconsistencies in their level of clinical performance or behavior(s), requiring a significant amount of guidance or supervision
Unsatisfactory Performance	Fails to demonstrate quality, safe, competent, professional nursing skills or behavior(s) in the clinical setting or lab, despite repeated opportunities for improvement and additional guidance or assistance
Unsafe Performance	Overall clinical performance is considered unsafe when a student's action(s) or pattern(s) of behaviors reflects a substantial departure from that which is expected of students at the same level under similar circumstances and when the student's actions have or could have resulted in physical or emotional jeopardy to the patient.

Attendance Policy Summary

The Nurse Assistant Training Program and Home Health Aide are concentrated courses of study. To facilitate academic success, safe clinical performance, and meet program objectives, students are expected to demonstrate responsible attendance patterns. Successful completion of the NATP/HH A Training Programs are dependent upon 100% student attendance. Students are expected to attend all theory classes and all clinical sessions for which he or she is enrolled. All days missed are made up according to the California Department of Health regulations (22 CCR 71828 (b) (5)).

- Policy - Student absenteeism is strongly discouraged. Absenteeism and make-up will be allowed on a case-by-case basis. Allowed absence and make-up must comply with regulatory requirements and makeup training must be provided according to the institutions approved training schedule.

As a student in this course, you are required to attend the hours designated by CDPH for the course. You cannot miss any classes Eligibility for certification as a nurse assistant requires the documented completion of a minimum of 60 clock hours of approved theory and 100 clock hours of clinical. Students who fail to meet these hour requirements and related competencies will not be eligible to sit for the certifying examination.

The instructor must be notified in advance in the event of unavoidable absences. It is mandatory for the absent student to make up missed theory or clinical class. The absent student must make up missed theory class prior to attending clinical hours.

Nursing Assistant Training Program Make-up Work

Course work missed for any reason may be made up at the discretion of the instructor. The instructor has no obligation to provide make-up instruction or assignments to the students including but not limited to providing instruction on how to approach an assignment, what material was missed in class, an actual examination that the student missed due to an absence, etc. Therefore, the student must make every effort to attend classes on a regular and consistent basis.

If, in case of an emergency, a student misses one of the clinical sessions, he/she must contact the instructor. The student must make up that missed clinical day to complete the class. A minimum number of 4 students is required to schedule a make-up class.

It is the responsibility of the student to consult with the instructor prior to any absences from class/lecture/lab or clinical experience. The instructor makes the final determination on whether the missed work can be done at time other than during the regularly scheduled class period. Jury duty, although is a civic duty, cannot be accommodated within the course schedule. The Director of the Program may be consulted in supporting documentation is needed to seek a postponement.

If it was not possible for the student to complete the courses on time, the student will receive an incomplete (I) letter grade. At the end of the course, the student must complete all required coursework in the time frame allowed by the school to receive a grade and certificate of completion.

Cancellation Policy

The following cancellation and refund policy applies to all withdrawal/termination procedures, including those in which the school terminates a student or determines that a student is no longer enrolled:

The enrollment agreement does not constitute a contract until an official of the School has approved it. If the School does not accept the agreement, all monies paid will be refunded. This includes instances in which a class is canceled by the school. The student has a right to cancel and obtain a refund of charges paid through attendance at the first of the class sessions, or the seventh day after enrollment, whichever is later. Cancellation of the contract occurs when the student has submitted in person or via certified or registered mail a written cancellation notice, signed, dated and properly addressed with postage prepaid to the School address shown on the enrollment agreement.

Withdrawal and Refund Policy

The student has a right to cancel and obtain a refund of charges paid through attendance at the first of the class sessions, or the seventh day after enrollment, whichever is later. The institution requires notice of cancellation to be given in person or by certified or registered mail to H&R Healthcare School, 6060 Manchester W. Ave., Suite 320, Los Angeles, Ca. 90045. An institution may

require that notice of termination or cancellation be made by the purchaser if a student is under legal age. If the student has received federal student financial aid funds, the student is entitled to a refund of moneys not paid from federal student financial aid program funds.

NOTICE CONCERNING TRANSFERABILITY OF CREDITS AND CREDENTIALS EARNED AT OUR INSTITUTION

The transferability of credits you earn at H&R Healthcare School is at the complete discretion of an institution to which you may seek to transfer. Acceptance of the Certificate you earned in the Nurse Assistant Training program is also at the complete discretion of the institution to which you seek to transfer. If the Certificate you earned is not accepted at the institution too which you seek to transfer, you may be required to repeat some or all your coursework at that institution. For this reason, you should make certain that your attendance at this institution will meet your educational goals. This may include contacting an institution to which you may seek to transfer after attending H&R Healthcare School to determine if your Certificate will transfer.

Graduation Requirements

The minimum passing grade for each course is "C." Students must satisfactorily complete all required course work, pass all exams, and paid all fees in full.

Code of Ethics and Conduct

The following behaviors are expected of each student, instructor, and employee of H&R HealthCare School. The behaviors reflect respect for the dignity and worth of each individual, and the interdependence necessary for the successful implementation of the purposes of the School.

The student/instructor/employee shall:

- Through speech and actions demonstrate respect for others, regardless of gender, ethnicity, age, religion, politics, creed, or sexual orientation.
- Be responsible for his or her own actions, as well as for interactions with faculty, students, and staff.
- Maintain confidentiality, at school, relating to his or her employer, coworkers and patient information, and observe the same confidentiality about the school, its students and employees, and clinical patient records, while at work.
- Demonstrate ability to set and complete individual and group learning goals and objectives, within the frame of the assignment.
- Observe high ethical standards in completion and submission of course work, in test taking, and in personal interactions.
- Do not cheat. Cheating is acting dishonestly to gain an unfair advantage. Cheating includes giving or receiving unauthorized aid on any assignment or exam. Consult instructor for acceptable materials for assignments and exams.
- Do not plagiarize. Plagiarism is an act or instance of using or closely imitating the language and thoughts of another author without authorization and the representation of that author's work as one's own.

Probation and Dismissal Policy

Violation of any of the Conduct or Code of Ethics behaviors can result in disciplinary actions including probation and/or dismissal from the program.

Students Rights and Student Grievances Policy

For this policy, a student grievance is defined as a claim by a student that his/her student rights have been adversely affected by a decision or action by a representative of the school. This policy is available for students who desire to pursue grievance procedures against an associate/representative/employee of the school. The grievance detailing the complaint, date of occurrences and parties involved should be forwarded to the attention of the Administrator/Owner at H&R healthcare School, 6060 Manchester W. Ave, Suite 320, Los Angeles, Ca. 90045 for a response and action.

Leave-of-Absence Policy

Leave-of-Absence is case-by-case decision made by the Program Administrator/Owner. The request detailing the reason, amount of leave and dates should be forwarded to the attention of the Administrator/Owner at H&R healthcare School, 6060 Manchester W. Ave, Suite 320, Los Angeles, Ca. 90045 for a response and action.

HIPAA and Confidentiality

Health Insurance Portability and Accountability Act (HIPAA) as well as state laws require patient/client/participant health information to be kept confidential. Additionally, patients/participants and their families have a right to deal with their issues in a private and secure manner, trusting that their privacy will be maintained. In order to protect this right to confidentiality and to comply with federal and state laws, students must agree to hold all information (including, but not limited to patient names, their health information, and relevant agency information, vendors, employees, volunteers, partners and programs providing or receiving services from the department or facility, third party payers, operations improvement and quality assurance) gained through student activities in strictest confidence.

Students agree:

- not to release confidential information that they become aware of to any individual/organization outside the department or facility.
- not to show, tell, copy, give, sell, review, change or improperly dispose of any confidential information.
- to keep logins and passwords in secret and not share with anyone.
- not to use anyone else's password to access any system.
- will not share any confidential information, including passwords, even if I am no longer at the facility.
- will protect the privacy of the patients and employees.
- will be responsible for my failure to protect my password or other access to confidential information.

Students agree to abide by the above confidentiality requirements and understand that any breach of a patient's/client's /participant's confidentiality may result in disciplinary action against me as described in the H&R HealthCare School policies relating to HIPPA regulations.

Student Records

All student academic records are retained, secured, and disposed of in accordance with local, state, and federal regulations. Permanent records are maintained in hard copy and computer form for a minimum of five years after the date of the student's graduation, withdrawal, or termination, whether the student completes the course of study. Student transcripts will be maintained permanently. The School maintains complete records for each student, including grades, attendance, contracts, and instruments of indebtedness. Student academic transcripts, including grades, are available upon written request by the student. Student records may only be released to the student.

Program Details

Nurse Assistant Training Program (NATP)

NATP COURSE DESCRIPTION

The NATP course is designed to provide the student with the knowledge and skills necessary to perform basic care services for a patient (acute care setting) or resident (long-term care setting). It prepares the student to function in the role of nursing assistant (BLS Code 31-1014.00) under the supervision of a registered nurse (RN) or licensed practical nurse (LPN). This course is designed to meet the curriculum requirements of the California Department of Public Health (CDPH). The basic nursing assistant proficiency examination is the State-approved competency evaluation, with both written and manual skills components. The course requires the student to complete 60 clock hours of classroom lecture, perform 100 clock hours in a clinical setting, and successfully demonstrate 21 manual patient/resident care skills. Satisfactory completion of the course provides eligibility to take the CDPH established competency written examination for State certification as a certified nursing assistant.

COURSE OBJECTIVES:

Upon successful completion of this course, the student will be able to:

1. Demonstrate compliance, safety, and infection control practices that comply with standards of practice for nursing assistants.
2. Describe the functions of body systems appropriate to the nursing assistant scope of practice.
3. Describe the roles and responsibility of nursing assistants including ethics, communication, legal responsibilities, abuse laws, and California State Board of Nursing regulations.
4. Demonstrate professional communication skills including recording and reporting, and legal and ethical responsibilities.
5. Identify stages of growth and development.
6. Define common medical terms and abbreviations used in health care.
7. Provide emergency care as well as personal patient care.
8. Describe the anatomy and physiology of the human body.
9. Perform physical comfort and safety functions and nursing procedures.
10. Apply principles of nutrition and the principles of infection control.
11. Provide biological, psychological, and social support.
12. Perform organizational skills, following the patient plan of care.
13. Assist with restorative (rehabilitative) activities.

14. Demonstrate employability skills.
15. Demonstrate knowledge of blood borne diseases, including AIDS.
16. Comply with privacy and confidentiality laws.
17. Demonstrate professional communication skills including recording and reporting, and legal and ethical responsibilities.
18. Demonstrate safety and infection control practices that comply with standards of practice for nursing assistants.
19. Identify stages of growth and development.
20. Demonstrate competence with all skills required for certification.

NATP COURSE 16 MODULES

Total Hours 160 Clock Hours

60 Lecture Clock Hours

100 Lab/Clinical Clock Hours

NATP Course Outline

COURSE #	SUBJECT TITLE	THEORY CLOCK HOURS	CLINICAL/LAB CLOCK HOURS
NA-M1	Introduction	2	0
NA-M2	Patient Rights	3	1
NA-M3	Interpersonal Skills	2	0
NA-M4	Prevention Management	1	1
NA-M5	Body Mechanics	2	4
NA-M6	Medical & Surgical Asep	2	8
NA-M7	Weights & Measurements	1	1
NA-M8	Patient Care Skills	14	40
NA-M9	Patient Care Procedures	7	20
NA-M10	Vital Signs	3	6
NA-M11	Nutrition	2	6
NA-M12	Emergency Procedures	2	1
NA-M13	Long-term Care Patient	5	4
NA-M14	Rehabilitative Nursing	2	4
NA-M15	Observation & Charting	4	4
NA-M16	Death and dying	2	0
NA-M17	Abuse	6	0

Nursing Assistant Training Program Descriptions:

NA-M1: Introductions to Health Care

Intent: To learn the role and responsibility of the Certified Nurse Assistant. An overview of Title 22, division 5, California Code of Regulations. The requirements for nurse assistant certification, professionalism, ethics and confidentiality are reviewed.

NA-M2: Patient Rights

Intent: To understand patients right as specified in Title 22, California Code of Regulations section 72527 and in sections 1599.1, 1599.2, and 1599.3 of the Health and Safety Code and in Title 42

Code of Federal Regulations Part 483, Sections 483.10, 483.12, 483.13, and 483.15. The student learns how to properly observe patients and the responsibility of reporting, patient care plans, patient care documentation, and legal issues of charting.

NA-M3: Communication/Interpersonal Skills

Intent: In this module, the student learns communications, defense mechanisms, social cultural factors, attitudes toward illness and health care and family interaction.

NA-M4: Prevention/Management of Catastrophe & Unusual Occurrence

Intent: The student will learn emergency procedures, general safety rules, fire and disaster plans, the roles and procedures for Certified Nurse Assistants, and patient safety.

NA-M5: Body Mechanics

Intent: The student is introduced to basic rules of body mechanics, proper transfer techniques, ambulation, the proper use of body mechanics and positioning techniques.

NA-M6 Medical & Surgical Asepsis

Intent: The student is introduced to Micro-organisms, the universal precautions used for infection control including methods to use when in contact with patients, and all materials that are soiled with blood and/or body fluids from patients. The methods prescribed shall be designed to reduce risk of transmission of potentially infectious agents from patient to patient and between patients and health care workers.

NA-M7: Weights and Measures

Intent: To learn to measure accurately intake and output fluid balance, fluid intake, fluid output, forcing and restricting fluids. Measure resident's height and weight on the bed or upright scale. The student will learn to understand the Metric system, by weight, length and liquid volume. The student will also learn military time i.e. a twenty-four (24) hour clock.

NA-M8: Patient Care Skills

Intent: The student learns the proper procedure for bathing patients and medicinal baths, assisting with oral hygiene, mouth care for unconscious patients, denture care, shaving, hair care combing and shampooing, dressing and undressing, nail care, skin care including back rub to supervise, assist total care to dependent residents.

NA-M9: Patient Care Procedures

Intent: The student learns how to collect specimens, including stool, urine, and sputum. Students learn to care for patients with tubing to include but not limited to urinary, gastric, oxygen and intravenous. (This care does not include inserting, suctioning, or changing the tubes). Student also learns meaning of intake and output, bed making, cleansing enemas and laxative suppositories, admission, transfer and discharge, bandages, and non-sterile dry dressings, including the application of non-legend topical ointments to intact skin surfaces.

NA-M10: Vital Signs

Intent: The student is introduced to vital signs, measuring the temperature, measuring the pulse, measuring respiration, measuring blood pressure. Learn different parameters of vital signs and nursing care management, reporting and proper documentation.

NA-M11: Nutrition

Intent: This module introduces the student to the Principles of Basic Nutrition, Basic Four Food Groups, Religious Dietary Restrictions, The Four Major Types of Nutrients, The Importance of Water, Nutrient and Calorie Needs, Assessing Nutrition, Good vs. Poor, Regular and Special (Therapeutic) Diets that eliminate, restrict, or change the proportion of foods or nutrients, Therapeutic Diets that are Served in Particular Form, Supplemental Food and Fluids, Principles of Fluid Balance, Nursing Assistant's Responsibility Relating to Client's Diet.

NA-M12: Emergency Procedure

Intent: To gain knowledge of emergency procedures, general safety rules, fire and disaster plans, medical emergency signs and symptoms, the roles and procedures for Certified Nurse Assistants, and patient safety and emergency including overview of CPR and first aid for choking resident.

NA-M13 Long Term Care

Intent: This module will introduce the concepts of normal aging process regarding neurological, dermatological, cardiac, pulmonary, circulatory, urological, muscular, and skeletal changes.

NA-M14: Rehabilitation

Intent: During this module, the student learns the importance of rehabilitation for residents with limited mobility or compromised residents preventing serious complications. Learn range of motion exercises, assistive devices to help the resident with activities of daily living.

NA-M15: Observation and Charting

Intent: The student learns how to properly observe patients and the responsibility of reporting, patient care plans, patient care documentation, and legal issues of charting. Introduction to medical terminologies.

NA-M16: Death & Dying

Intent: During this module, the student learns of the different stages of grief, the emotional and spiritual needs of the patient and family, rights of the dying patient, signs of approaching death, monitoring of the patient, and post-mortem care.

NA-M17: Abuse

Intent: This module emphasizes the need for diligence when caring for the elderly and to be observant of any and all abuse. The responsibility of the nurse aide is the focus in this module as it relates to preventing, recognizing, and reporting instances of resident abuse.

Nurse Assistant Course Schedule Week 1 of 5

TIME	DAY 1	DAY 2	DAY 3	DAY 4	DAY 5
8:00 am	NA-M 1 Intro to CNA– 2 hrs Theory 1. Define key terminology 2. Discuss the legal implications of California Code of Regulations Title 22, Division 5 and OBRA. 3. Identify Nurse Assistant requirements as set forth in Title 22 and OBRA 4. Describe qualities of a successful Nurse Assistant. 5. Describe the role and responsibility of the Nurse Assistant. 6. Describe professionalism for the Nurse Assistant. 7. Explain the ethical behavior expected of the Nurse Assistant. 8. Describe behaviors that maintain confidentiality.	NA-M 6 Medical and Surgical Asepsis – 2 hrs Theory 1. Define key terminology 2. Name four infectious agents (microbes) and discuss the diseases they cause. 3. Discuss two antibiotic resistant bacteria. 4. State five conditions necessary for infectious agents to grow. 5. Identify the six parts of the chain of infection. 6. List four lines of defense against infection in the body. 7. Describe the signs and symptoms of infection.	NA-M 15 Observation and Charting - 2 hrs Theory 4. Define observation and list the senses used to observe a resident. 5. Describe objective and subjective observations. 6. List types of charting documents and the uses for each. 7. Explain how to accurately complete ADL assessment for MDS. 8. Discuss procedures used when recording on a resident’s chart. 9. Discuss observation and reporting of resident’s pain. 10. Record vital signs on chart, graph, and Nursing Assistant notes.	<u>LAB SKILL PRACTICE AND THEORY REVIEW & MAKE-UP regarding Theory Day 1, Day 2, Day 3 Curriculum</u> Time 9:00 am -4:30 pm <u>Module 6 Practice</u> • Hand washing. Proper linen handling, gloving, gowning, applying mask, double bagging. <u>Module 12 Practice</u> • Demonstrate fire-disaster procedures. Handles oxygen safely. • Uses of fire extinguishers • Demonstrates Heimlich maneuver on conscious and unconscious person <u>Module 15 Practice</u> • Transfer/positioning technique in bed and use of the lift sheet. • Assisting resident from bed to chair, chair to bed. • Use of gait belt. • Feeding assistance.	Clinical 8:00am – 4:30 pm Module 2: Res Rights Tour of Facility (1 hour) • Knocks on door before entering • Pulls privacy curtains • Keeps residents records confidential. • Encourages residents to make choices. • Explains procedures to residents. <u>Module 11: Nutrition (6 hours).</u> • Feeding the helpless resident • Assisting the resident who can feed self. • Verifying that the resident has been given the right diet tray.
8:30am					
9:00 am					
9:30 am					
10:00 am	NA-M 2 Patient Rights 2 hrs Theory 1. Define key terminology 2. Explain the purpose of a long-term care facility. 3. Recognize the role of the Nurse Assistant in maintaining resident rights as stated in federal and state regulations. 4. Compare California Code of Regulations Title 22, Division 5, Chapter 3, 72527, with Title 42 Code of Federal Regulations 483.10 regarding resident rights. 5. Discuss the issues related to elder abuse. 6. Describe the role of an ombudsman. 7. Identify examples of resident rights, which support a resident’s need for security, belonging, and self-esteem.	8. Differentiate between medical and surgical asepsis. 9. Identify the roles of Center for Disease Control (CDC) and Occupational Safety and Health Administration (OSHA) in the prevention of infections. 10. Explain standard precautions procedures. 11. Describe personal protective equipment (PPE) and proper use. 12. Define transmission-based precautions. 13. Identify the psychological effects of standard precautions and transmission based precautions on residents. NA-M 12 Emergency Procedures - 2 hrs 1. Define Key Terminology 2. Identify common signs and symptoms of conditions associated with resident distress and describe the Nurse Assistant’s role and responsibility in preventing and/or responding. 3. Describe the immediate interventions in a medical emergency. 4. List the causes and signs of choking and discuss the use of the abdominal thrusts for relief of obstructed airway. 5. Describe common emergency codes used in long-term care facilities.	NA-M 7 Weights and Measures - 1 hr Theory 1. Define Key Terminology 2. Identify units of measurement used in the household and metric systems for weight, height, and volume. 3. Identify and describe equipment commonly used by the Nurse Assistant for measuring weight, length, and volume. 4. Convert common measurements between the household and metric systems. 5. Measure and record weight, length, and volume using metric and household systems. 6. Convert between standard time and military time (24 hour clock).		
10:30 am					
11:00 am					
11:30 am					
12:00					
12:30 pm	NA-M 3 Comm Skills - 2 hrs Theory 1. Define key terminology	NA-M 4 Mgmt Catastrophic events - 1 hr Theory 1. Define Key Terminology	NA-M 10 Vital Signs - 4 hrs Theory 1. Define key terminology	NA=M 13: Long Term Care Resident Theory 5 Hours	
1:00 pm					

	<ol style="list-style-type: none"> Identify and discuss the five basic physiological and psychosocial needs of all humans, as described by Maslow's Hierarchy of Needs. Recognize and report resident behaviors that reflect unmet human needs. Define communication and therapeutic communication and identify two routes of communication. Describe the key steps involved in the communication process and methods used in communication. Describe reasons for communication breakdown. Describe effective Communication/Interpersonal Skills used with residents, their families and guests. Describe conflict and measures for conflict resolution. Discuss touch as a form of communication, including body language and personal space. Identify common psychological defense mechanisms. 	<ol style="list-style-type: none"> Describe the role of the Nurse Assistant in emergency, disaster, and fire situations. Describe ways the Nurse Assistant can help residents, families and visitors remain calm in an emergency situation. Describe common emergency codes used in facilities. Describe general rules for providing a safe environment for the Nurse Assistant. Describe general rules for providing a safe environment for the resident. Describe two of the top safety issues for residents and interventions to prevent them. Describe major causes of fire and general fire prevention rules. List the safety rules to be followed for the resident receiving oxygen therapy. Describe the safe application of postural supports and the implications for their use. Discuss the legal and psychological implications of the use of postural supports. Describe the overview of bioterrorism. 	<ol style="list-style-type: none"> Describe what is meant by vital signs, their purpose, and observations made while performing the procedures. Discuss the use of temperature as an indication of body function. Describe nursing measures to raise and lower temperature of the body. Describe the circulatory system as it relates to pulse and identify the pulse sites. Describe the factors that increase and decrease pulse, and the qualities to observe in taking a pulse. Define and describe respiration and factors affecting respiratory rate. Describe observations to be made when measuring respirations. Describe abnormal breathing patterns. Describe the process for taking temperature, pulse and respiration (TPR) as a combined procedure. Describe what happens in the circulatory system to produce blood pressure. Identify factors that increase or decrease blood pressure. Identify parts of the blood pressure equipment Discuss the procedure for taking a blood pressure reading. 	<p>A. Needs of persons with retardation, Alzheimer's, cerebral palsy, epilepsy, dementia, or mental illness (2 hours)</p> <p>B.</p> <p>C.</p>	<p>Module 4: Catastrophe (1 Hour)</p> <ul style="list-style-type: none"> Postural supports Soft wrist/ankle safety device Call light positioning Fire/Disaster procedure Handle oxygen safely Fire extinguisher use
1:30 pm	<ol style="list-style-type: none"> Describe family communication/interaction patterns and the role of the Nurse Assistant. 	<p>NA-M 14 Rehabilitative - 2 hrs</p> <ol style="list-style-type: none"> Define key terminology Discuss rehabilitation (restorative care) and how it promotes independence and resident potential. State goals of restorative care that promote independence and resident potential. Describe the rehabilitation team, state its purpose, and discuss the role of the Nurse Assistant as a member of the team. List the responsibilities of the Nurse Assistant in promoting resident self-care. <p>NA-M 15 Observation & Charting – 2 Hrs</p> <p>Theory</p> <ol style="list-style-type: none"> Define key terminology Identify word elements used in medical terms. Identify medical terminology and abbreviations generally used in medical facilities. 			
2:00 pm	<ol style="list-style-type: none"> Describe social and cultural factors influencing communication and emotional reactions to illness and disability. Describe communication between the members of the health care team. 				
2:30pm	<p>NA-M 5 Body Mechanics - 2 hrs Theory</p> <ol style="list-style-type: none"> Define key terminology Explain the purpose and rules of proper body mechanics. Identify comfort and safety measures used to lift, turn, move, and position residents in bed. List and describe body positions for bedridden residents. Describe resident transfers. Describe appropriate body mechanics used to ambulate a resident. 				
3:00 pm					
3:30 pm					
4:00 pm					
4:30pm					
5:00 pm	Homework	Homework	Homework	Homework	Homework
	Theory 8 hours	Theory 8 hours	Theory 8 hours	Theory 7hour/Lab 3 hours	Clinical 8 hours

Nurse Assistant Course Schedule Week 3 of 5

TIME	DAY 11	DAY 12	DAY 13	DAY 14	DAY 15
8:00 am	<u>Module 8: Patient Care Clinical (8 hours)</u>	<u>Module 8: Patient Care Clinical (8 hours)</u>	<u>Module 8: Patient Care Clinical (8 hours)</u>	<u>Module 8: Patient Care Clinical (8 hours)</u>	<u>Module 8: Patient Care Clinical (8 hours)</u>
8:30 am	Identify and assist residents with daily routine care, promoting independence and dignity. <ul style="list-style-type: none"> • Back rub • Bed bath and partial bath 	Identify and assist residents with daily routine care, promoting independence and dignity. <ul style="list-style-type: none"> • Assist with oral hygiene • Mouth care of unconscious person 	Identify and assist residents with daily routine care, promoting independence and dignity. <ul style="list-style-type: none"> • Denture care • Nail care 	Identify and assist residents with daily routine care, promoting independence and dignity. <ul style="list-style-type: none"> • Comb patient's hair • Shampoo patient hair 	Identify and assist residents with daily routine care, promoting independence and dignity. <ul style="list-style-type: none"> • Shave with razor/ electric razor • Assist with urinal
9:00 am					
10:00 am					
10:30 am					
11:00 am					
11:30 am					
12:00 pm					
12:30 pm	Identify and assist residents with daily routine care, promoting independence and dignity. <ul style="list-style-type: none"> • Tub bath • Shower 	Identify and assist residents with daily routine care, promoting independence and dignity. <ul style="list-style-type: none"> • Weigh patient in bed • Use and application of splints 	Identify and assist residents with daily routine care, promoting independence and dignity. <ul style="list-style-type: none"> • Dress and undress patient • Assist with use of bed pan 	Identify and assist residents with daily routine care, promoting independence and dignity. <ul style="list-style-type: none"> • Bowel retaining • Urinal retaining 	Identify and assist residents with daily routine care, promoting independence and dignity. <ul style="list-style-type: none"> • Assist with toilet or bedside commode • Use of artificial limbs
1:00 pm					
1:30 pm					
2:00 pm					
2:30pm					
3:00 pm					
3:30 pm					
4:00 pm					
4:30 pm					
5:00 pm	Assign Homework	Assign Homework	Assign Homework	Assign Homework	Assign Homework
	Clinical Hours 8	Clinical Hours 8	Clinical Hours 8	Clinical Hours 8	Clinical Hours 8

Nurse Assistant Course Schedule Week 4 of 5

TIME	DAY 16	DAY 17	DAY 18	DAY 19	DAY 20
8:00 am	Module 6 Asepsis Clinical 8 hour 2. Hand washing 3. Proper handling of linen 4. Universal precaution (gloving, gowning, applying mask, double bagging).	Module 9: Patient Care Procedures Clinical (4 hours) 1. Collect specimen <ul style="list-style-type: none"> o Sputum o Urine: clean catch o Stool 2. Make Occupied bed 3. Make un-occupied bed 4. Administer commercially prepared cleansing enema 5. Administer enema: tap water soap suds	Module 9: Patient Care Procedures Clinical (4 hours) 11. Apply non sterile dressing 12. Apply topical non-prescription ointment Continue to assist with the collection of specimen, bandages and dressing, ointments and lotions, admission, transfer and discharge	Module 9: Patient Care Clinical (4 hours) <ul style="list-style-type: none"> • Make occupied bed • Make bed with patient in it • Identify and assist residents with daily routine care, promoting independence and dignity.	MA-M 17 – Abuse Theory - 6 Hrs Preventing, recognizing, and reporting instances of resident abuse
8:30 am					
9:00 am					
10:00 am					
10:30 am					
11:00 am					
11:30 am					
12:00 pm					
12:30 pm	1. .	Module 9: Patient Care Procedures Clinical (4 hours) 13. Apply non sterile dressing 14. Apply topical non-prescription ointment Continue to assist with the collection of specimen, bandages and dressing, ointments and lotions, admission, transfer and discharge	Module 9: Patient Care Procedures Clinical (4 hours) Assist with the collection of specimen, bandages and dressing, ointments and lotions, admission, transfer and discharge.	Clinical 12:30 pm – 4:30pm Module 13 Patients with Special Needs 4 Hours 1. Use of dementia related communication skills, including listening, and speaking strategies 2. Identify your name and purpose of interaction 3. Make eye contact at patient eye level Use of continuum of verbal and other non-physical techniques such as redirect, for combative patients.	NA-M 16: Death and Dying Theory - 2 Hours A. B. C. D. E. F.
1:00 pm					
1:30 pm					
2:00 pm					
2:30pm					
3:00 pm					
3:30 pm					
4:00 pm					
4:30 pm					
5:00 pm	Assign Homework	Assign Homework	Assign Homework	Assign Homework	Assign Homework
	Clinical 8 hours	Clinical 8 hours	Clinical 8 hours	Clinical 8 hours	Theory 8 hours

Nurse Assistant Course Schedule Week 5 of 5

TIME	DAY 21	DAY 22	DAY 23	DAY 24	DAY 25
8:00 am	Clinical 8:00am – 4:30 pm <u>Module 7: Weights and Measures</u> Clinical (1 hours) 0. Measure oral intake 1. Measure urinary output 2. Use military time in documentation <u>Module 10: vital Signs Clinical (6 hours)</u> 1. Measure and record temperature using mercury and electronic devices for oral, axillary, and rectal 2. Measure and record pulse	LAB SKILL PRACTICE AND THEORY REVIEW & MAKE-UP regarding Theory Module 8/9 Curriculum Time 8:00 am -4:30 pm	LAB SKILL PRACTICE AND THEORY REVIEW & MAKE-UP regarding Theory Module 11/13/16 Curriculum Time 8:00 am -4:30 pm	FINAL EXAM	
8:30 am					
9:00 am					
10:00 am					
10:30 am					
11:00 am					
11:30 am					
12:00 pm					
12:30 pm	3. Measure and record pulse: radial and apical 4. Measure and record respiration 5. Measure and record blood pressure: Manual (stethoscope, sphygmomanometer), and digital/electronic				
1:00 pm					
1:30 pm					
2:00 pm					
2:30pm					
3:00 pm					
3:30 pm					
4:00 pm					
4:30 pm					
5:00 pm					
	Clinical 8 hours				

Program Details

Home Health Aide (HHA)

Course Description

The intent of the curriculum is to build upon the knowledge, skills, and ability that individuals possess as nurse assistants. The curriculum is for the student who has completed the 160 Hour Nurse Assistant Training Program and who already possesses a nurse assistant certificate. HHA curriculum hours represent 40 minimum hours, 20 hours which are clinical.

The Home Health Aide program teaches students how to help the elderly, the disabled, and people in ill health to maintain their quality of life and independence at home, Focus is on safety and universal precaution; moving and lifting patients; cleanliness and infection control; caring for children, the elderly, and the dying; and patient health, hygiene, and nutrition, Students learn how to check and report on vital signs, handle special situations, and perform emergency procedures.

Prerequisite: Currently enrolled in the Nursing Program or possession of a Nurse Assistant certificate.

COURSE OBJECTIVES:

Upon successful completion of this course, students will be able to:

1. Describe the role of the home health aide, outline the responsibilities involved in caring for home-bound patients, and differentiate the home health aide's role from other care providers.
2. Explain how to create a safe environment for the home health aide and the patient by identifying and describing OSHA regulations and other safe care requirements.
3. Identify and describe proper communication skills with patients, families, other healthcare providers, and insurance companies.
4. Describe typical duties and care responsibilities for patients of all ages and levels of health, with a focus on identifying issues and care concerns for specific populations.
5. Identify credible sources of dietary information and describe how to plan, purchase, store, and serve food to patients with different dietary restrictions and health concerns.
6. Identify and describe specific care regimens performed by the home health aide.
7. Identify and describe exercises designed to help patients gain and maintain strength and flexibility.
8. Explain and demonstrate how to take and record vital signs and collect bodily specimens for testing.
 - A. Temperature-Oral
 - B. Temperature-Rectal
 - C. Temperature-Axillary
 - D. Pulse: Radial
 - E. Pulse: Apical
 - F. Blood Pressure
 - G. Counting Respirations
9. Demonstrate Safe Transfer Techniques

10. Demonstrate Personal Care ADL
11. Demonstrate Housekeeping Duties
12. Meal Preparation
13. Demonstrate Care Experience

HHA COURSE 5 MODULES

Total Hours 40 Hours
 20 Lecture hours
 20 Lab/Clinical hours

COURSE #	SUBJECT TITLE	THEORY HOURS	CLINICAL HOURS
HHA-M1	Intro to Aide and Agency Role	2	0
HHA-M2	Interpretation of Medical and Social Needs of People Being Served	5	0
HHA-M3	Personal Care Services	5	15
HHA-M4	Nutrition	5	3
HHA-M5	Cleaning and Care Task in the Home	3	2

Nursing Assistant Program Descriptions:

HHA-M1 Introduction to Aide and Agency Role

Intent: To introduce the student to the practice and purpose of home health including responsibilities of the home health aides, communication with clients, families, team members, and community agencies. Overview of the Federal and State regulations governing home health aides.

HHA-M2 Interpretation of Medical and Social Needs of People Being Served

Intent: The student is introduced to the examination of physical changes, developmental needs, and common disease processes found in the home health care client, impact of illness on the client’s and families physical, emotional and psychological health. The importance of client and family rights and privacy are emphasized. Effects of terminal illness on the family Role of the HHA in providing a caring and supportive environment are discussed.

HHA-M3 Personal Care Services

Intent: To provide the student with expanded knowledge of safety and personal care as it is delivered in the home. Personal care skills, body mechanics, safety and emergency procedures are re-viewed, and methods to improvise and adapt these procedures for the home care client are presented.

HHA-M4 Nutrition

Intent: The intent is to examine the dietary requirements of the client, environmental, and personal resources. The student is introduced to the food pyramid and common therapeutic diets as planned and prepared in the home setting. Recognition of personal preferences, cultural and religious dietary practices is discussed. Planning a Menu and Shopping List, Purchasing Food Wisely, Storing Food Properly, Feeding the Client, Food Preparation.

HHA-M5 Cleaning and Care Task in the Home

Intent: The intent is to provide learning experiences for the HHA to maintain a clean, safe, and healthy environment for the home care client. Consideration for the client, the client's home, and family is emphasized. This Module presents information on environmental safety as well as procedures and guidelines for completing house-hold tasks.

Home Health Aide Course Schedule

TIME	DAY 1	DAY 2	DAY 3	DAY 4	DAY 5
8:00 am	Program Orientation <ul style="list-style-type: none"> • Complete registration • Review requirements Q&A <ul style="list-style-type: none"> • Q&A Intro to Aide and Agency Role <ul style="list-style-type: none"> • Theory 2 hours <ul style="list-style-type: none"> ○ HHA Careers ○ Legal and ethical issues ○ HHA Responsibilities Outside Agency Speaker <ul style="list-style-type: none"> • Aide/Agency relationship 	Interpretation of Medical and Social Needs of People Being Served <ul style="list-style-type: none"> • Theory 5 hours <ul style="list-style-type: none"> ○ Common home diseases ○ Impacts of illness on emotions ○ Patient and family rights 	Personal Care Services <ul style="list-style-type: none"> • Theory 2 hours <ul style="list-style-type: none"> ○ Shampooing ○ Shaving ○ Safety ○ Emergencies ○ Home adaptations ○ Lifting Nutrition <ul style="list-style-type: none"> • Theory 5 hours <ul style="list-style-type: none"> ○ Food Pyramid ○ Food preparation ○ Dietary Considerations 	Nutrition Services <ul style="list-style-type: none"> • Clinical 3 hours <ul style="list-style-type: none"> ○ Food Preparation ○ Feeding ○ Food Storage Cleaning and Care Task in the Home <ul style="list-style-type: none"> • Clinical 2 hours <ul style="list-style-type: none"> ○ Household cleaning ○ Meal Planning 	Personal Care Services <ul style="list-style-type: none"> • Clinical 8 hours <ul style="list-style-type: none"> ○ Run errands ○ Grocery Shopping ○ Food Storage ○ Disposal ○ Lifting ○ Safety ○ Alternative lifting methods ○ Oral Hygiene ○ Family communications
8:30 am					
9:00 am					
10:00 am					
10:30 am					
11:00 am					
11:30 am					
12:00 pm					
12:30 pm	Cleaning and Care Task in the Home <ul style="list-style-type: none"> • Theory 3 hours <ul style="list-style-type: none"> ○ Household cleaning ○ Cooking and feeding ○ Family communications ○ Safety Day 1 Exam lab	Personal Care Services <ul style="list-style-type: none"> • Theory 3 hours <ul style="list-style-type: none"> ○ Bathing/showering ○ Hair washing ○ Grooming ○ Dressing ○ Running errands ○ Driving Day 2 Exam	Nutrition <ul style="list-style-type: none"> • Theory 5 hour continuation <ul style="list-style-type: none"> ○ Feeding ○ Food Safety Day 3 Exam	Personal Care Services <ul style="list-style-type: none"> • Clinical 3 hours <ul style="list-style-type: none"> ○ Hair washing ○ Foot bath ○ Nail Trimming ○ Personal hygiene Day 4 Exam	Personal Care Services <ul style="list-style-type: none"> • Clinical 8 hours <ul style="list-style-type: none"> ○ Infection Prevention ○ Pathogens Day 5 Exam
1:00 pm					
1:30 pm					
2:00 pm					
2:30pm					
3:00 pm					
3:30 pm					
4:00 pm					
4:30 pm					
5:00 pm					
	Theory 5/Clinical 4 hours	Theory 8 hours	Theory 7 hours	Clinical 8 hours	Clinical 8 hours

Dress Code

When students are in a clinical setting, they are representatives of H&R HealthCare School. It is expected that the student will act and dress in a professional manner. The word “professional” can be interpreted differently by each of us. In this context, it is expected that the student will be dressed in clean, neat, tidy and conservative clothing when acting in a student capacity. Students must also comply with the dress policy for each institution. The dress policy for students in clinical experience and classroom attendance is as follows:

- A. By the end of the first week of class, students are required to wear a uniform consisting of blue scrubs for all classes, lab and clinical setting. Clothing must be clean, neat and free from stains, rips or wrinkles.
- B. No tank tops, t-shirts, jeans or Levi’s of any color, sweat pants, shorts, leggings, spandex, stirrup type stretch pants, or visible colored underwear are allowed.
- C. A white turtleneck may be worn under uniform top
- D. No chewing gum or tobacco products of any type (class or clinical).
- E. The student uniform may not be worn while students are working for pay.
- F. The clinical instructor has the discretion to request conformity to specific uniform/apparel outside the listed items. These may vary from instructor to instructor. This may be dependent on agency unit regulation.
- G. Students not complying with the instructor’s request will be excluded from the clinical area until in conformance.
- H. The clinical instructor’s judgment regarding appropriateness of student dress will always prevail.

Hair – To be worn so it does not interfere with client care (short or fastened back). If long, hair must be conservative in style, must be held away from the face in a ponytail or bun. Clean, no ribbons, decorated hair clips, or scarves. Neatly combed and well groomed. No fluorescent or unusual colors.

Beards/Mustaches – Clean, short and neatly trimmed. Males without full beards must be clean-shaven (no “five o’clock shadow”) when in the clinical area. In the event a student has a mustache and/or goatee, the remainder of facial hair should be clean-shaven.

Rings/Jewelry – Watch with a second hand and wedding rings are permitted. Jewelry may not be such that it could be a safety hazard. No facial or oral jewelry permitted with the exception of one small post earring in each ear lobe. No bracelets on wrists or ankles. No multiple rings on multiple fingers. No ear cuffs.

Cosmetics – Light make-up, if desired. No perfume, cologne or after-shave. Basic cleanliness is expected. All visible tattoos must be covered.

Fingernails – Kept clean, neat and moderate length. Nail polish is to be non-offensive color. No decorations. No artificial fingernails.

Footwear – Shoes are to be white in color, clean and kept in good repair at all times. Tennis shoes are acceptable, without colored decoration and with good support. NO shoes with open backs or straps and/or open toes.

Photo ID – A student photo ID will be required for entry to any clinical site. It is the student's responsibility to obtain the H&R HealthCare School photo ID card during the scheduled opportunities. Students must attach their ID Badges to the uniform, visible above the waist.

Gloves – Gloves will be provided only for on campus practice labs. When specialized gloves are needed by the student, it is the responsibility of the student to obtain and maintain a personal supply.

Equipment – A watch with a second hand is required.

Gait Belts – Each student will have a gait belt, as part of their dress while in clinical rotations, as required by each facility.

BLOOD BORNE PATHOGEN EXPOSURE AND RESPIRATORY POLICY

Purpose and Policy

The purpose of this policy is to reduce the risk of student exposure to air and body substance pathogens such as, but not limited to, Tuberculosis, SARS, Hepatitis B Virus (HBV), Hepatitis C Virus (HBC), and the Human Immunodeficiency Virus (HIV).

Students are not to select, or care for, or be assigned to clients in respiratory isolation for either TB or SARS. Universal precautions is an approach to infection control that requires the application of blood and body fluid precautions for all patients and patient specimens regardless of diagnosis. Universal precautions will be the minimum standard of practice throughout the H&R HealthCare School Program.

Methods of Compliance

Students must become familiar and comply with the H&R healthcare School Pathogen Exposure and Prevention Policy. Students must also become familiar and comply with the exposure plan of the clinical sites to which they are assigned.

Prevention of Blood Borne Pathogen Exposure

Education and Training in Standard Precautions and Body Substance Isolation Procedures

Students will be required to participate in Blood Borne Pathogen Exposure Prevention and Control Class. The student must also have satisfactorily demonstrated skill in using protective equipment and procedures before receiving a patient care assignment.

Student Acceptance of Clinical Assignment

Students who have received formal classroom instruction in blood borne pathogen exposure control and can satisfactorily demonstrate knowledge and skills requisite to such care are expected to accept clinical assignments in order to meet the clinical course objectives. The decision to exempt a student from clinical experience will be made on a case-by-case basis by the faculty responsible for the clinical course.

Insurance

All students must have liability insurance for the clinical site practice. The cost of the insurance is included with school tuition.

HIV Screening

H&R HealthCare School will not undertake any program of screening faculty or students for antibody to HIV. Any student or faculty wishing to be tested will be referred to his/her private physician.

Accidental Exposure Incidents

A student who has exposure to blood or body fluid or other potentially infectious material, to non-intact skin or mucous membranes from a needle stick, sharps injury or other cause must immediately do the following:

- Wash needle stick and/or cuts with soap and water.
- Flush splashes to the nose, mouth or skin with copious amounts of water.
- Irrigate eyes with clean water, saline or sterile irrigates.
- Remove soiled personal protective equipment and/or clothing as soon as possible.

After washing, flushing and/or irrigating the exposed area, the student must immediately:

- Notify the appropriate registered nurse at the clinical facility AND
- Notify clinical faculty who will then implement the process below.

(If there is a witness to the incident, several steps can be taken simultaneously.)

The Clinical Faculty will be responsible for coordinating the procedures needed to get appropriate care for the student.

The Clinical Faculty will:

1. Identify the source of the exposure.
2. Obtain stat physician's order for needle stick exposure panel, if a needle stick.
3. Obtain consent from source client, if not in chart.
4. Determine who will be the health care provider for the student for counseling and treatment, if needed.
5. Obtain phone number and name of student and the health care provider and address of the student to the Employee Health of the facility. If the Employee Health of the facility is closed, direct the student to the nearest ER.
6. Provide the student with contact information to obtain source testing results.

Send the student to their health care provider to obtain medical evaluation and post –exposure follow-up within 1 to 2 hours of the exposure. Medical evaluation may be at the healthcare facility of the clinical agency; the student should bring a copy of the documents with as much completed information as possible to the health care provider.

The National HIV/AIDS Center provides a PEpline, a Clinicians' Post Exposure Prophylaxis Hotline which offers up to the minute advice on managing occupational exposures (needle sticks, etc.)

to HIV, hepatitis and other blood borne pathogens. It is offered 24 hours a day, 7 days a week at 1-888-448-4911. The number for HIV Peri-natal Hotline for pregnant women is 1-888-448-8765.

In addition, the student must:

8. Complete an incident report at the clinical facility, if required; and be aware of and follow any reporting and follow-up requirements of the clinical facility.
9. Complete a H&R HealthCare School Injury Report with the clinical instructor.

Additional responsibilities:

- The clinical instructor must notify the Director of Nursing of the incident as quickly as possible.
- It is the student's responsibility to make his/her healthcare provider aware of the results of any blood panel drawn as a result of an exposure.
- It is the student's responsibility to follow-up with any counseling recommended by his/her healthcare provider as a result of an exposure.
- It is the student's responsibility to follow-up with any treatment recommended by his/her healthcare provider as a result of an exposure.
- The student has financial responsibility for any cost associated with evaluation, treatment and/or counseling that results from an exposure.
-

Source Information:

- The clinical facility will collect as much information as possible from the source patient following an exposure. While the School will make every effort to maintain confidentiality, the School cannot be held responsible for acts and omissions of the clinical agency.

Guidelines for Exempting Students from Clinical Assignment to Clients with Blood Borne Diseases

Confirmed Pregnancy:

- The risk of transmission of HIV infection to pregnant health care workers is not known to be greater than the risk to those not pregnant.
- The risk of transmission of other pathogens, such as cytomegalovirus from patients with AIDS to pregnant health care workers, is unknown but is thought to be low to nonexistent.

Based on the above information, there is no epidemiological reason to exempt pregnant students from caring for patients with blood born disease.

Incompetent Immunological System:

- Students with diagnosed immunological deficiencies are at an increased risk for developing opportunistic infections that may be present in clients with blood borne disease, as well as, other non-infected clients.

The Center for Disease Control (CDC) (<http://www.cdc.gov>) does not recommend barring HIV-infected health care workers from practicing their profession. There is no evidence that infected nurses have ever infected client with HIV in the process of providing nursing care. Although there is

evidence that one dentist infected six clients with HIV, the mechanism of transmission has not been established. Looking back on studies a number of HIV-infected dentists and surgeons have not discovered any transmission to any of their patients.

Based on this information, students with HIV infection need not be restricted from clinical experience, unless they have some other illness for which any health care worker would be restricted. Symptoms of HIV (i.e. fatigue, paresthesia, vision problems, or dementia) may limit a health care workers ability to safely practice.

Infections:

Any student with an infectious process could further compromise the client with an incompetent immunological system.

All students with exudative or weeping skin lesions should be restricted from direct client care contact.

The decision to exempt a student from clinical experience will be made on a case-by-case basis by the faculty responsible for the clinical course. Decisions about longer exemption (more than one clinical session) will be made in consultation with the student's physician and appropriate college faculty/administrators.

Record Keeping / Confidentiality

Medical information and the privacy of the individual and statements designed to protect the individual, providing there is no overriding need for the public to know, will be maintained within the Code of Federal Regulations. To mandate that a person infected with HIV be required or requested to notify H&R HealthCare School authorizes is difficult but not impossible to enforce and legally challengeable.

Individuals involved with health care-giving services that know they are infected with blood borne or other pathogens are ethically and legally obligated to conduct themselves responsibly in accordance with the following protective behaviors:

1. Seek medical advice
2. Follow College and/or agency guidelines when involved in direct client care.
3. Be knowledgeable about and practice measures to prevent transmission of blood borne or other diseases.
4. Express written permission of the individual must be obtained before any specific or detailed information concerning complaints or diagnosis will be provided to faculty, administrators, or even parents. This position with respect to health records is supported by amendment to the Family Education Rights and Privacy Act of 1974. Health officials and other institutional officers must remember that all confidential medical/health care information is protected by statutes and that any unauthorized disclosures may create legal liability.

SCHOOL SCHEDULE OF CHARGES

Program Of Study	Cost Breakdown					
	Registration	Tuition	STRF*	Supplies/Books	Testing Fee	Total Cost
	Non-Refundable	Refundable	Non-Refundable	Non-Refundable	Non-Refundable	
Nurse Assistant	\$100.00	\$1800.00	\$0.00	\$262.00	\$130.00	\$2,292.00
Home Health Aide	\$50.00	\$700.00	\$0.00	\$0.00	\$0.00	\$750.00

***STUDENT TUITION RECOVERY FUND (STRF)**

The State of California established the Student Tuition Recovery Fund (STRF) to receive or mitigate economic loss suffered by a student in an educational program at a qualifying institution, who is or was a California resident while enrolled, or was enrolled in a residency program, if the student enrolled in the institution, prepaid tuition, and suffered an economic loss. Unless relieved of the obligation to do so, you must pay the state-imposed assessment for the STRF, or it must be paid on your behalf, if you are a student in an educational program, who is a California resident, or are enrolled in a residency program, and repay all or part of your tuition

You are not eligible for protection from the STRF and you are not required to pay the STRF assessment, if you are not a California resident, or are not enrolled in a residency program.

“It is important that you keep copies of your enrollment agreement, financial aid documents, receipts, or any other information that documents the amount paid to the school. Questions regarding the STRF may be directed to the Bureau for Private Postsecondary Education, 1747 North Market Blvd., Suite 225, Sacramento, California, 95834, (916) 574-8900 or (888) 370-7589.

To be eligible for STRF, you must be a California resident or are enrolled in a residency program, prepaid tuition, paid or deemed to have paid the STRF assessment, and suffered an economic loss as a result of any of the following:

1. The institution, a location of the institution, or an educational program offered by the institution was closed or discontinued, and you did not choose to participate in a teach-out plan approved by the Bureau or did not complete a chosen teach-out plan approved by the Bureau.
2. You were enrolled at an institution or a location of the institution within the 120 day period before the closure of the institution or location of the institution, or were enrolled in an educational program within the 120 day period before the program was discontinued.
3. You were enrolled at an institution or a location of the institution more than 120 days before the closure of the institution or location of the institution, in an educational program offered by the institution as to which the Bureau determined there was a significant decline in the quality or value of the program more than 120 days before closure.
4. The institution has been ordered to pay a refund by the Bureau but has failed to do so.
5. The institution has failed to pay or reimburse loan proceeds under a federal student loan program as required by law, or has failed to pay or reimburse proceeds received by the institution in excess of tuition and other costs.

6. You have been awarded restitution, a refund, or other monetary award by an arbitrator or court, based on a violation of this chapter by an institution or representative of an institution, but have been unable to collect the award from the institution.

7. You sought legal counsel that resulted in the cancellation of one or more of your student loans and have an invoice for services rendered and evidence of the cancellation of the student loan or loans.

To qualify for STRF reimbursement, the application must be received within four (4) years from the date of the action or event that made the student eligible for recovery from STRF.

A student whose loan is revived by a loan holder or debt collector after a period of noncollection may, at any time, file a written application for recovery from STRF for the debt that would have otherwise been eligible for recovery. If it has been more than four (4) years since the action or event that made the student eligible, the student must have filed a written application for recovery within the original four (4) year period, unless the period has been extended by another act of law.

However, no claim can be paid to any student without a social security number or a taxpayer identification number.”

Withdrawal and Refund Policy

The student has a right to cancel and obtain a refund of charges paid through attendance at the first of the class sessions, or the seventh day after enrollment, whichever is later. The institution requires notice of cancellation to be given in person or by certified or registered mail to H&R Healthcare School, 6060 Manchester W. Ave., Suite 320, Los Angeles, Ca. 90045, provided this requirement is stated in the enrollment agreement. An institution may require that notice of termination or cancellation be made by the purchaser if a student is under legal age. If the student has received federal student financial aid funds, the student is entitled to a refund of moneys not paid from federal student financial aid program funds.

The withdrawal letter must define the last day of attendance which includes the student’s last academically related activity. The student must also designate the date of official withdrawal. The student shall be deemed to have withdrawn from the program of instruction when any of the following occurs:

1. The student notifies the institution of the student’s withdrawal or of the date of the student’s withdrawal, whichever is later.
2. The institution terminates the student’s enrollment.

3. The student fails to attend classes for a three-day period. If a student received a loan for tuition, a refund will be made to the lender to reduce the student's loan debt. The refund computation will be based on the last date of student academic activity.

Within 10 days of the day on which the refund is made, the institution shall notify the student in writing of the date on which the refund was made, the amount of the refund, the method of calculating the refund, and the name and address of the entity to which the refund was made.

Calculation of Tuition Refund

The School will earn tuition on a pro-rata basis. Refunds will be calculated as follows:

1. Determine the total tuition for the program or course(s).
2. Divide this figure by the total number of hours in the program or course.
3. The quotient is the hourly charge for the program.
4. The amount owed by the student for the purpose of calculating a refund is derived by multiplying the total hours attended by the hourly charge for instruction plus the amount.
5. The refund shall be any amount excess of the figure derived in step #4 that was paid by the student.

Sample Calculation:

CNA Program = 25 days x 8 hour/day = 200 hours; CNA Program Cost = \$1400.00; CNA Program hourly cost = $\$1400 \text{ cost} / 200 \text{ hours} = \$7.00/\text{hour}$

Student cancels after Week 1 (40 hours utilized), $200 - 40 = 160\text{-hour refund} \times \$7.00 = \$1120.00$ refund.

OSAR STATEMENT:

"The Office of Student Assistance and Relief is available to support prospective students, current students, or past students of private postsecondary educational institutions in making informed decisions, understanding their rights, and navigating available services and relief options. The office may be reached by calling (888) 370-7589, option #5 or by visiting osar.bppe.ca.gov".